

Introduction

Welcome to Call Accounting. Use this application to collect call records from a Meridian 1 telephone switch and cost this call information to provide meaningful reports. These will provide details on the actual usage of your telephone system for assessing the effectiveness of your telephone services. This will help you to assign calls to specific groups or departments for individual billing purposes and other types of cost allocation.

This user guide provides basic information on setting up and running Call Accounting. Along with a brief outline of its main functions, this user guide also contains examples and procedures to assist you in setting up Call Accounting for your system. This user guide assumes that you have a user level knowledge of the Windows 95 operating system. In order to ensure optimum operation of this application, read the material in this user guide before attempting to run Call Accounting.

Overview

Call Accounting supports the Meridian line of telephone switches. The Meridian 1 must be equipped with a suitable CDR port for proper connection to the CDR buffer unit.

Once you collect the call records either directly from the Meridian 1 or from the CDR buffer unit, the records must be costed, collated, sorted and printed on a report. This call detail information will help you achieve the following goals.

- The system provides details on the actual telephone usage. Management can isolate individual users and departments which are not properly utilizing the telephone system through misuse or neglect.

- It provides usage details for cost allocation within the organization or for client billing purposes.
- Management can use the information to determine which telephone company services are not being utilized. This analysis will allow you to adjust your telephone services to suit your needs resulting in a savings to your organization.

CDR buffer units

Call Accounting can either collect CDR data directly from the Meridian 1 or through a buffer unit. The buffer unit is used to continuously collect data from the Meridian 1 and store it for later collection and processing by Call Accounting. Buffer units provide an effective method of collecting CDR data quickly and accurately.

CDR data is saved to system specific files so that multiple buffer units (multiple Meridian 1 switches) can be supported concurrently by Call Accounting. Where required, the collection devices can connect to the Meridian 1 via its RS-232 port and connect to the PC using a supported modem. It is recommended that the buffer unit contains battery backup power in the event of a power failure. Refer to the buffer unit's reference user guide for more information.

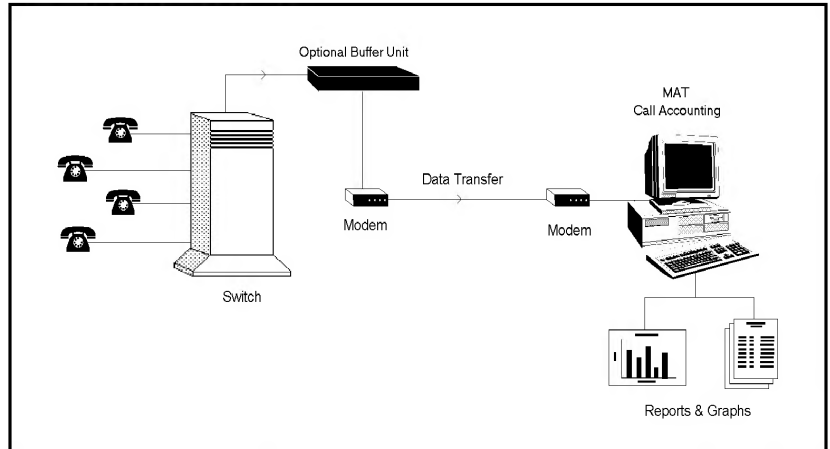
Note: It is recommended that a buffer box be used for CDR data collection from the Meridian 1. When a buffer box is used, the CDR data is continuously sent and stored on the buffer box. Periodically, the data will be collected from the buffer box to the PC, usually on a daily basis. A buffer box is not required to use Call Accounting, however, if you choose to collect the data directly to the PC without the buffer box, there is a potential for losing CDR data if the PC is rebooted or shut down.

Call records

Every time a call is made or received, the Meridian 1 records it and creates a call record. Call Accounting can be set up to collect this call record, apply its appropriate costs, assign a department or division to it and present it on a report.

The following schematic displays the movement of a call record from the Meridian 1 to the reports.

Figure 1
System block diagram



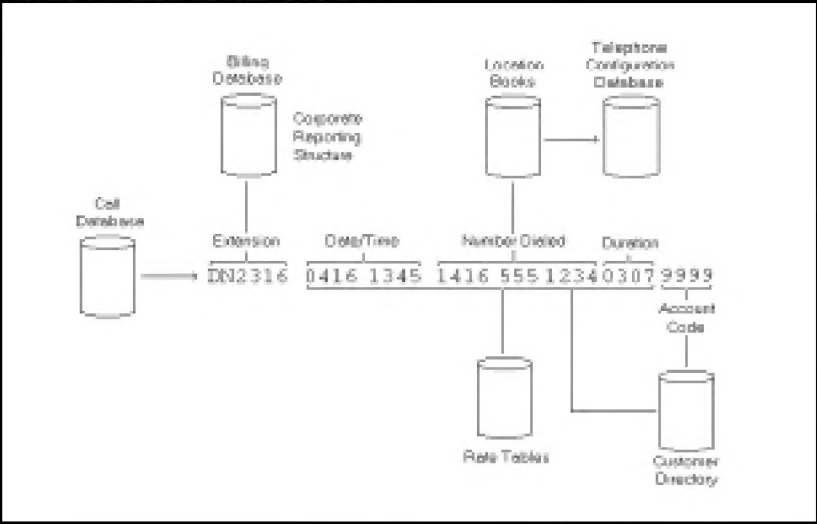
Call record information travels between the buffer unit and the PC through optional modems. This is useful if you are collecting call records from a distant location. If you are connected directly to the buffer unit, simply connect it to your PC's communications port.

The call detail records that you collect from the Meridian 1 or buffer unit contain the information you need to cost the calls and allocate them to the proper users. These records contain such information as the date, time, duration, digits dialed, extension and trunk of a call.

By collecting the data from the Meridian 1 or buffer unit, Call Accounting creates the Call Database. Each time a data collection is performed, Call Accounting updates the Call Database. The information from this database is then indexed to provide the proper call costing information.

The following diagram provides a breakdown of the information found in each call record.

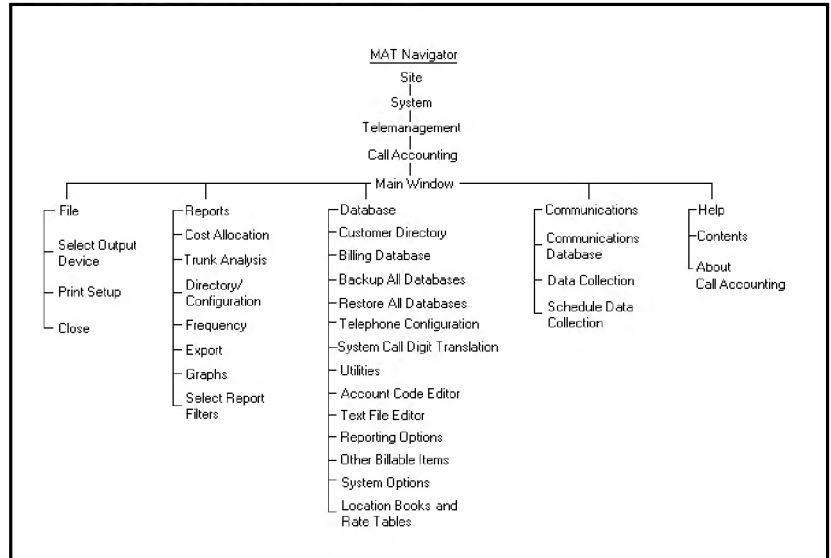
Figure 2
Sample call record allocation



Schematic of menus & functions

The following is a schematic of the Call Accounting menus as they are accessed from the main window.

Figure 3
Schematic of menus & functions



File: This drop-down menu contains commands used to specify your output device and printer configuration and close Call Accounting.

Reports: This drop-down menu contains commands used to select report filters and generate reports and graphs to the selected output device.

Database: This drop-down menu contains commands used to edit and maintain the Call Accounting databases and directories, manage call records and access location books and rate tables.

Communications: This drop-down menu contains commands used to set up and perform data collection.

Help: This drop-down menu contains commands to access the Windows 95 Help function listing the Call Accounting help topics.

About this user guide

This user guide is intended to provide you with an introduction to the MAT Call Accounting application as well as an overview of its major functions. It discusses how you can best use it to easily manage CDR data, update its databases and generate meaningful reports. It includes a schedule of routine operations and a sample setup to assist you in configuring your version of Call Accounting.

This user guide does not discuss each Call Accounting function and command in detail. It only discusses the major functions and how they are accessed. For detailed information on each Call Accounting function, use the on-line Help function. You can use the Help function to obtain help for topics either directly or via its index and word-search functions. While running Call Accounting, you can obtain context-sensitive help on any topic you require by simply clicking **Help** from a specific dialog or window.

Conventions used in this user guide

This user guide uses the following terms:

- *Computer system* refers to the hardware and software of an IBM-PC™ or 100% compatible PC.
- *Windows* refers to Microsoft Windows 95™.
- *Mouse* refers to any standard PC pointing device. Common mouse actions include *point*, *click*, *right-click* and *double-click*.
- Standard Windows terminology includes: *icon*, *window*, *dialog box* (or *dialog*) and *menu*.
- Angle brackets denote a single keyboard key. For example, <Esc> denotes the Escape key, labeled Esc on PC keyboards. Angle brackets with multiple keys denote keyboard keys to use simultaneously. For example, <Ctrl-Alt-Del> denotes the key sequence for rebooting a PC.
- **This font** is used to designate buttons, menu choices and information you are to enter.